



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for quarter ending June 30, 2004**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$4,041.90	\$9,431.39	\$8,267.20	\$21,740.49
B. Number of credits issued for repairs - 24 - 48 hours	179	591	610	1,380
C. Number of credits issued for repairs - 48 - 72 hours	78	194	210	482
D. Number of credits issued for repairs - 72 - 96 hours	33	137	119	289
E. Number of credits issued for repairs - 96 - 120 hours	19	73	50	142
F. Number of credits issued for repairs > 120 hours	46	101	81	228
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$100.00	\$0.00	\$100.00
B. Number of customers receiving credits	0	2	0	2
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

Item J. - Not able to report.

Under Performance Data - Code Part 730: Items C & D reflect AT&T Business.

AT&T Consumer numbers are as follows:

Item C: January - 150; February - 215; March - 235

Item D: January - 256; February - 193; March - 190